# **TABLE OF CONTENTS**

**\*\*You may need to hold down CTRL while clicking on hyperlinks**

[TITLE PAGE](#TITLEPAGE)

[IMPLEMENTATION OF PREVIOUS ACTION PLAN](#_I_M_P_1)

[OPEN RESPONSE ON ANNUAL ASSESSMENT CYCLE (OPTIONAL)](#openresponseonannualassessmentcycle)

[MISSION STATEMENT](#_P_R_O_2)

**OBJECTIVE 1**

[GOAL 1](#_C_O_M_8)  
[OUTCOME 1](#_C_O_M_12)  
[ASSESSMENT METHOD 1](#_C_O_M_16)  
[TARGET 1](#_C_O_M)  
[FINDING 1](#_C_O_M_4)  
[ACTION STEP 1](#_C_O_M_20)  
[ADDITIONAL NOTES 1](#_C_O_M_24)

**OBJECTIVE 2**

[GOAL 2](#_C_O_M_9)  
[OUTCOME 2](#_C_O_M_13)  
[ASSESSMENT METHOD 2](#_C_O_M_17)  
[TARGET 2](#_C_O_M_1)  
[FINDING 2](#_C_O_M_5)  
[ACTION STEP 2](#_C_O_M_21)  
[ADDITIONAL NOTES 2](#_C_O_M_25)

**OBJECTIVE 3**

[GOAL 3](#_C_O_M_10)  
[OUTCOME 3](#_C_O_M_14)  
[ASSESSMENT METHOD 3](#_C_O_M_18)  
[TARGET 3](#_C_O_M_2)  
[FINDING 3](#_C_O_M_6)  
[ACTION STEP 3](#_C_O_M_22)  
[ADDITIONAL NOTES 3](#_C_O_M_26)

[ADDITIONAL ITEMS (OPTIONAL)](#_A_D_D_2)

[GLOSSARY | INSTRUCTIONS](#_G_L_O)

**Academic Year 2024-25 | Fiscal Year 2024-25 | Calendar Year 2024-25**  
ANNUAL REPORTING TEMPLATE  
Outcomes Assessment Report (OAR)  
ADMINISTRATIVE AND ACADEMIC/STUDENT SUPPORT SERVICES  
Due November 22, 2025

**Unit or Office:**   
  
**Report Completed by:**  
**Author email:**  
  
**Is this the first OAR you have written?**  No  Yes  
  
**Senior Leadership (e.g. Dean, Vice President):**  
**Email:**  
  
**Date Submitted:** Click or tap to enter a date.

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **I M P L E M E N T A T I O N O F A Y 2 0 2 3 - 2 4 A C T I O N P L A N** |

[**[INSTRUCTIONS]**](#_I_M_P)

|  |  |
| --- | --- |
| **OUTCOME 1 ACTION PLAN/STEP** |  |
| **FOLLOW-UP RESPONSE** |  |
| **OUTCOME 2 ACTION PLAN/STEP** |  |
| **FOLLOW-UP RESPONSE** |  |
| **OUTCOME 3 ACTION PLAN/STEP** |  |
| **FOLLOW-UP RESPONSE** |  |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O P E N R E S P O N S E O N A N N U A L A S S E S S M E N T C Y C L E [ O P T I O N A L R E P O R T I N G C O M P O N E N T ]** |

[**[INSTRUCTIONS]**](#_O_P_E)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **M I S S I O N S T A T E M E N T** |

[**[INSTRUCTIONS]**](#_P_R_O)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  G O A L** |

[**[INSTRUCTIONS]**](#_P_R_O_1)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  O U T C O M E** Select one:  Operational  Student Learning |

[**[INSTRUCTIONS]**](#_S_T_U)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  A S S E S S M E N T M E T H O D** |

[**[INSTRUCTIONS]**](#_M_E_A)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  T A R G E T** |

[**[INSTRUCTIONS]**](#_T_A_R)

|  |  |
| --- | --- |
| **Sampling Methodology:** | **Population description:** |
| **Total number of staff, faculty, customers, clients, students, et. al. being evaluated.** | **N =** |
| **Performance Threshold** | **\_\_\_% of [population] will \_\_\_\_\_\_\_** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  F I N D I N G S** |

[**[INSTRUCTIONS]**](#_F_I_N)

|  |  |  |
| --- | --- | --- |
| **RESULTS** | | |
| **# of population who met target:** | **% of population who met target:** | **Was the target met?**  **No  Yes  Partially met** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  A C T I O N P L A N / S T E P** |

[**[INSTRUCTIONS]**](#_A_C_T)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 1 :  A D D I T I O N A L N O T E S / C O N T E X T** |

[**[INSTRUCTIONS]**](#_A_D_D)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  G O A L** |

[**[INSTRUCTIONS]**](#_P_R_O_1)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  O U T C O M E** Select one:  Operational  Student Learning |

[**[INSTRUCTIONS]**](#_S_T_U)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  A S S E S S M E N T M E T H O D** |

[**[INSTRUCTIONS]**](#_M_E_A)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  T A R G E T** |

[**[INSTRUCTIONS]**](#_T_A_R)

|  |  |
| --- | --- |
| **Sampling Methodology** | **Population description:** |
| **Total number of staff, faculty, customers, clients, students, et. al. being evaluated.** | **N =** |
| **Performance Threshold** | **\_\_\_% of [population] will \_\_\_\_\_\_\_** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  F I N D I N G S** |

[**[INSTRUCTIONS]**](#_F_I_N)

|  |  |  |
| --- | --- | --- |
| **RESULTS** | | |
| **# of population who met  target:** | **% of population who met  target:** | **Was the target met?**  **No  Yes  Partially met** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  A C T I O N P L A N / S T E P** |

[**[INSTRUCTIONS]**](#_A_C_T)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 2 :  A D D I T I O N A L N O T E S / C O N T E X T** |

[**[INSTRUCTIONS]**](#_A_D_D)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  G O A L** |

[**[INSTRUCTIONS]**](#_P_R_O_1)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  O U T C O M E** Select one:  Operational  Student Learning |

[**[INSTRUCTIONS]**](#_S_T_U)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  A S S E S S M E N T M E T H O D** |

[**[INSTRUCTIONS]**](#_M_E_A)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  T A R G E T** |

[**[INSTRUCTIONS]**](#_T_A_R)

|  |  |
| --- | --- |
| **Sampling Methodology:** | **Population description:** |
| **Total number of staff, faculty, customers, clients, students, et. al. being evaluated.** | **N =** |
| **Performance Threshold** | **\_\_\_% of [population] will \_\_\_\_\_\_\_** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  F I N D I N G S** |

[**[INSTRUCTIONS]**](#_F_I_N)

|  |  |  |
| --- | --- | --- |
| **RESULTS** | | |
| **# of population who met target:** | **% of population who met target:** | **Was the target met?**  **No  Yes  Partially met** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  A C T I O N P L A N / S T E P** |

[**[INSTRUCTIONS]**](#_A_C_T)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O B J E C T I V E # 3 :  A D D I T I O N A L N O T E S / C O N T E X T** |

[**[INSTRUCTIONS]**](#_A_D_D)

|  |
| --- |
| **RESPONSE:** |

|  |
| --- |
| **IE FEEDBACK ONLY:** |

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **A D D I T I O N A L R E P O R T I N G I T E M S [ O P T I O N A L ]** |

[**[INSTRUCTIONS]**](#_A_D_D_1)

|  |
| --- |
| **GOAL** |
|  |

[**[INSTRUCTIONS]**](#_P_R_O_1)

|  |
| --- |
| **OUTCOME** |
|  |

[**[INSTRUCTIONS]**](#_S_T_U)

|  |
| --- |
| **ASSESSMENT METHOD** |
|  |

[**[INSTRUCTIONS]**](#_M_E_A)

|  |
| --- |
| **TARGET** |
|  |

[**[INSTRUCTIONS]**](#_T_A_R)

|  |
| --- |
| **FINDINGS** |
|  |

[**[INSTRUCTIONS]**](#_F_I_N)

|  |
| --- |
| **ACTION PLAN/STEP** |
|  |

[**[INSTRUCTIONS]**](#_A_C_T)

|  |
| --- |
| **ADDITIONAL NOTE(S)/CONTEXT** |
|  |

[**[INSTRUCTIONS]**](#_A_D_D)[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **G L O S S A R Y || I N S T R U C T I O N S** |

|  |
| --- |
| **I M P L E M E N T A T I O N O F P R E V O I U S A C T I O N P L A N**  In order to truly “close the loop”, it is necessary to reflect on your action plan from the previous reporting cycle. Essentially: did you do the things you said you would do in relation to each finding in the previous year’s report? |

[**[RETURN TO RESPONSE BOX]**](#_I_M_P_1)

|  |
| --- |
| **O P E N R E S P O N S E O N A N N U A L A S S E S S M E N T C Y C L E**   Please use this space to share any relevant information and/or modifications to your annual OAR process. You could, for instance, address the following topics if you would like:  - Changes your unit/office/department made as it relates to delivery of services and programming efforts  - Other obstacles that may have disrupted or impacted the annual assessment process  This component will not be scored; this is simply a reflective space for you to provide a brief narrative about your assessment experience and any irregularities that may have occurred during the year that you are reporting on.  🡪 **You may use this space as a catch-all to discuss any kind of updates you think we need to know about (e.g. efforts related to enrollment, retention, recruitment, change in staffing, etc.).** |

[**[RETURN TO RESPONSE BOX]**](#openresponseonannualassessmentcycle)

[**[REUTRN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **M I S S I O N S T A T E M E N T**  Each unit or office should have its own mission statement that aligns and reflects its unique contribution to UofL’s institutional mission. The mission statement is a brief description of the unit or office and what it does, including its purpose, areas of service responsibility, and clients served.  **UofL MISSION STATEMENT** The University of Louisville pursues excellence and inclusiveness in its work to educate and serve its community through (1) teaching diverse undergraduate, graduate, and professional students in order to develop engaged citizens, leaders, and scholars, (2) practicing and applying research, scholarship and creative activity, and (3) providing engaged service and outreach that improve the quality of life for local and global communities. The University is committed to achieving preeminence as a nationally recognized metropolitan research university. |

[**[RETURN TO MISSION STATEMENT]**](#_P_R_O_2)

|  |
| --- |
| **G O A L S** A goal is a broad statement that describes the overarching long-range achievements of a unit as they relate to the unit’s mission. These goals can focus on a core service or key function of the unit. The goal is usually not measurable and needs to be further developed as a separate distinguishable outcome, that when measured appropriately, provides evidence of how well you are accomplishing your goal. The goal is primarily used for general planning and is used as the starting point to the development and refinement of an outcome. |

[**[RETURN TO GOAL 1]**](#_C_O_M_8)[**[RETURN TO GOAL 2]**](#_C_O_M_9)[**[RETURN TO GOAL 3]**](#_C_O_M_10)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **O** **P E R A T I O N A L O R** **S T U D E N T L E A R N I N G O U T C O M E S** An **operational outcome** is a specific statement that describes the result or impact that a critical function, service, or process will produce. The outcome needs to align to a specific goal, address a desired level of productivity, and be measurable so that its achievement can be observed and verified with evidence.  A **student learning outcome** is aligned to a specific goal and addresses a key competency achieved through involvement with a unit/office, and describes measurable learning activities associated with the competency.  **NOTE: Please report at least one outcome for each Program Goal, but no more than three. If you provide more than one outcome, please clearly identify whether it is operational or a student learning outcome.** |

[**[RETURN TO OUTCOME 1]**](#_C_O_M_12)[**[RETURN TO OUTCOME 2]**](#_C_O_M_13)[**[RETURN TO OUTCOME 3]**](#_C_O_M_14)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

|  |
| --- |
| **A S S E S S M E N T M E T H O D S**  Method of assessment provides specific description of the identified assessment and how it will measure the results for each outcome. Include a brief description of the process used to evaluate the quality of the unit’s work. Please include a copy of the assessment if available. More than one assessment can be reported for each outcome.    **EXAMPLES:**  **1.)** **For Operational Outcome:** Surveys of customer satisfaction or student learning, gap analysis; delivered services vs. actual performance, focus groups, formal feedback from advisory groups or committees, compliance with industry/national standards, benchmarking with peer institutions.  **2.) For Student Learning Outcome:** Rubric (with explanation of scale), specific exam questions related to SLO, specific questions from supervisor/internship/co-op evaluation form. Please include copy of rubric, evaluation form, etc. |

[**[RETURN TO METHOD 1]**](#_C_O_M_16)[**[RETURN TO METHOD 2]**](#_C_O_M_17)[**[RETURN TO METHOD 3]**](#_C_O_M_18)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **T A R G E T S**  Performance target is a specific and quantifiable criterion (e.g. percentage satisfied with service, number of clients served, percentage of students achieving outcome) that sets the minimum acceptable performance threshold for each outcome measured.  **EXAMPLES:**  **1.) For Operational Outcome:** 70% of students will rate our office’s communication at a 4 or higher on our customer satisfaction survey.  **2.) For Student Learning Outcome:** 70% of students will perform at ‘acceptable’ or higher on the designated rubric (attached). |

[**[RETURN TO TARGET 1]**](#_C_O_M)[**[RETURN TO TARGET 2]**](#_C_O_M_1)[**[RETURN TO TARGET 3]**](#_C_O_M_2)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

|  |
| --- |
| **F I N D I N G S** Provide results of the specified assessment method and indicate whether the intended target was met. Ex. 90% of students rated our office’s communication at a 4 or higher. Target met. |

[**[RETURN TO FINDING 1]**](#_C_O_M_4)[**[RETURN TO FINDING 2]**](#_C_O_M_5)[**[RETURN TO FINDING 3]**](#_C_O_M_6)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

|  |
| --- |
| **A C T I O N P L A N / S T E P S** How will you use these assessment results to continue to improve the unit? If you find that you continuously meet the minimum threshold set for this target, how might you increase the expected level of performance to continue to facilitate growth? If this target is related to a long-term or ongoing goal, how might you use this cycle’s assessment results to ensure you meet it? If you find you continue to meet and/or exceed this target, you could consider reporting on a new goal or outcome for future cycles. If you have any tweaks or revisions for any of the above components for future cycles, you may discuss them here. |

[**[RETURN TO PLAN 1]**](#_C_O_M_20)[**[RETURN TO PLAN 2]**](#_C_O_M_21)[**[RETURN TO PLAN 3]**](#_C_O_M_22)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)

|  |
| --- |
| **A D D I T I O N A L N O T E S / C O N T E X T** Please include anything you think we should be aware of with regard to this objective or any questions you may have. |

[**[RETURN TO NOTE 1]**](#_C_O_M_24)[**[RETURN TO NOTE 2]**](#_C_O_M_25)[**[RETURN TO NOTE 3]**](#_C_O_M_26)[**[RETURN TO ADDL ITEM]**](#_A_D_D_2)

|  |
| --- |
| **A D D I T I O N A L R E P O R T I N G I T E M S**   If you wish to include additional goals, outcomes, or measures/targets/findings, please use this generic form. If you are adding an outcome or measure/target/finding that aligns to one of the items listed above, simply note that below.  Copy this page as many times as needed. |

[**[RETURN TO ADDITIONAL ITEMS]**](#_A_D_D_2)

[**[RETURN TO TABLE OF CONTENTS]**](#_TABLE_OF_CONTENTS)